GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3449
ANSWERED ON:11.12.2002
INTERNET SERVICE THROUGH OFC
RAVINDRA KUMAR PANDEY

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Bharat Sanchar Nigam Limited propose to provide internet through Optical Fibre Cable to protect the consumers;

(b) if so, the details thereof;

(c) whether the Government have received any complaint from the consumers alleging cheating from internet service providers or BSNL;

(d) if so, the details thereof;

(e) the legal safeguards exist for the consumers against dubious internet service providers who provide internet connections through cable;

(f) whether any regulatory body exists to hear complaints of the consumers against internet service providers:

(g) if not, the reasons therefor: and

(h) the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b): Bharat Sanchar Nigam Limited has set up National Internet Backbone (NIB-I) based on optical fibre system which consists of 45 major Internet nodes parenting 391 other Internet nodes.

(c)&(d): Complaints from consumers regarding improper service were received against a few Internet Service Providers (ISPs) namely M/s Dishnet DSL Ltd., M/s Patriot Automation Projects Ltd. and M/s Mylai Karpagambal Information Systems (P) Ltd. Th same were taken up with ISPs and sorted out.

(e) Directions have been issued to operational ISPs to ensure that in case of interconnection with an entity who provides Internet service to its customers, the entity has a valid ISD licence.

(f) Government has established Telecom Disputes Settlement and Appellate Tribunal under Section 14 of Telecom. Regulatory Authority of India, Act, 1997 (as amended), inter alia to adjudicate any dispute between the service providers and a group of consumers. The other channels for consumer complaints are Consumer courts and consumer forums.

(g)& (h): Do not arise in view of (f) above.